

National Disability Abuse and Neglect Hotline data

Period: January – June 2023

The Hotline is a nationally accessible service designed to aid reporting of abuse and neglect of people with disability in Commonwealth, State and Territory funded disability services, and to refer the reports appropriately. The Hotline is not a complaints resolution service or an individual advocacy service. It works with callers to find appropriate ways of dealing with reports of abuse or neglect through a process of referral, including providing information and support, but also direct referrals to the complaints handling mechanisms relevant to the appropriate state and territory, as well as other complaints handling bodies such as the various Ombudsman, Anti-Discrimination Boards and the Complaints Resolution and Referral Service (CRRS).

Data from the Hotline from January – June 2023 is provided below.

Table 1: Hotline Clients by Age

Count of Case Numbers						
Age as reported	2023 – Cases by Month					
	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23
16 to 19	0	0	1	1	2	0
20 to 24	0	0	0	0	1	0
25 to 40	4	0	1	0	2	2
41 to 54	1	3	1	1	1	1
Less than 16	1	2	0	0	1	0
Over 54	3	1	7	4	5	3
Not provided	31	27	26	15	27	25
Grand Total	40	33	36	21	39	31

Table 2: Hotline reports by Gender

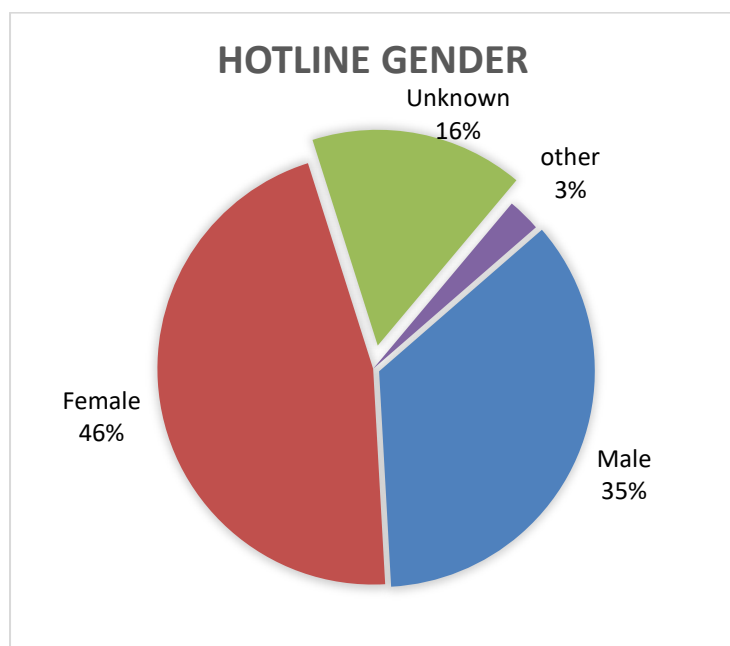


Table 3: Disability Type as reported*

Disability Type as reported	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Total
ABI	3	3	2	1	0	1	10
Autism	2	1	2	2	1	3	11
Deafness/Hard of Hearing	1	0	0	0	0	1	2
Intellectual Disability	3	1	1	3	4	3	15
Learning Disability	0	1	0	0	0	3	4
Neurological Disability	3	4	3	0	2	1	13
Physical Disability	8	8	14	4	7	5	46
Mental Health Condition	9	4	7	3	10	9	42
Speech	1	1	1	3	1	0	7
Not provided	5	7	11	8	18	11	60
Blindness/Low Vision	1	1	0	0	1	1	4
Total	36	31	41	24	44	38	214

*N.B. people may report more than one disability

Table 4: Number of Hotline reports by month

Month	Reports
Jan-23	40
Feb-23	33
Mar-23	36
Apr-23	21
May-23	39
Jun-23	31
Total	200

Table 5: Timeliness of closure

Time period	Total
Less than 30 days	100%
90 days or less	0%
Greater than 90 days	0%
Total	100%

Table 6: Reported types of alleged Abuse and Neglect*

Type of Abuse and Neglect	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Total
Physical Neglect	7	11	7	5	10	0	40
Passive Neglect	4	7	3	1	6	0	21
Emotional Neglect	9	8	8	7	7	3	42
Wilful Neglect	10	8	8	3	10	7	46
Constraint Abuse	3	0	1	0	1	2	7
Financial Abuse	7	5	7	4	5	6	34
Physical Abuse	6	9	3	6	7	1	32
Psychological Abuse	10	10	10	9	9	8	56
Sexual Abuse	1	2	2	1	1	1	8
Systematic Abuse	4	2	3	2	2	4	17
Legal/Civic Abuse	0	1	2	0	2	2	7
Total	61	63	54	38	60	34	310

*N.B. reports may include more than one type of abuse and/or neglect.